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Signed: _____

Karen A. Hallock

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No. : 10/642,387 Confirmation No.: 9477
Applicant : MARK D. ANDERSON et al.
Filed : August 15, 2003
TC/A.U. : 2122
Examiner : Unassigned
Docket No. : RATLP004C3
Customer No. : 26541
Title : Remote Monitoring of Computer Programs

Mail Stop MISSING PARTS
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT A

Sir:

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.